



COMPLAINTS PROCEDURE

1. Primarily Safeguarding concerns with regard to children or adults at risk. Please refer to Safeguarding and Whistleblowing Policies

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club Welfare Officer. The Club Welfare Officer will pass the details of the concern on to the LTA Safeguarding Team at the earliest opportunity and the relevant local authority and the police will be contacted, where appropriate.

If, however, the whistle blower does not feel comfortable raising a concern with the Club Welfare Officer, the whistle blower should contact the LTA Safeguarding Team directly on 020 8487 7000, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000.

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:

Respond	Listen carefully to what the person is telling you. Do not interrupt; keep questions to a minimum; do not promise to keep the information secret	
Refer	Is someone in immediate danger?	NO
	YES Call the police (999)	Talk to the club's Welfare Officer in confidence (Nitin Munglani: 07949 824353. welfareofficer@hltc.uk); Talk to the LTA Safe and Inclusive Tennis Team * (020 8487 7000) as soon as possible [Mon-Fri, 9am-5pm]. If the Safe and Inclusive Tennis Team is unavailable and you want advice before the next working day, call the NSPCC (0808 800 5000) or Parent Line Scotland (0800 028 2233) if your concerns is about a child. If your concern us about an adult ask them for details of your Local Authority Adult Social Care Services.
	THEN	
		Hate crime can alternatively be reported through True Vision at www.report-it.org.uk



Record Write an objective account of your concerns immediately using the Reporting a Concern Form found in our website [Safe and Inclusive Tennis page](#). Send it to the LTA Safe and Inclusive Tennis Team within 48 hours of the concern/disclosure (safeandinclusive@lta.org.uk)

Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safe and Inclusive Tennis Team by phone 020 8487 7000 or email safeandinclusive@lta.org.uk

2. Lodging a Complaint (which may not be a Safeguarding issue but an issue of concern)

In the event that any member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

1. Informal route

If a member does not wish, or is unsure whether to, invoke the formal complaint's procedure they may speak to the Welfare Officer or another member of the committee initially. It may be possible to resolve some issues informally but that will depend on the nature of the complaint and the desire of the complainant.

2. Formal route

The complainant should report the matter in writing to the Welfare Officer or another member of the committee. The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- f) an indication as to the desired outcome.

If a formal complaint is received a minimum of 3 members of the committee will form a subcommittee and that subcommittee:

- i) will share the complaint with the person(s) subject to the complaint and request a written response;
- ii) will ensure that both parties to the complaint submit written evidence regarding the incident(s);
- iii) may invite any club member(s), with relevant experience, to join the subcommittee to assist and offer advice if required;
- iv) will seek to try to understand any underlying causes of a behaviour;
- v) may decide (at their sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;
- vi) may (at their sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
- vii) will follow the guidelines for the complaints subcommittee in the appendix attached;
- viii) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):
 - a) a warning as to future conduct;
 - b) suspension from membership for a defined period;
 - c) termination of membership
 - d) exclusion of a non-member from the facility, either temporarily or permanently; and
 - e) rejection of a non-member's current and/or future membership applications.
- ix) will provide both parties with written reasons for their decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

3.5 Committee will deal with the complaint sensitively, promptly and with due respect for the privacy of any individuals involved. All parties involved with the complaint (including committee and ex-committee members) must treat as confidential any information communicated in connection with the complaint. Failure to do so will be viewed as a breach of the club's code of conduct.

3.6 Either party may appeal a decision of the subcommittee to the whole committee (including a decision not to hold a hearing) by writing to the Hon Secretary within 3 months of the decision being notified to that party.

3.7 If the nature of the complaint is with regard to a member of the committee, the member/visitor should report to the Welfare Officer or Hon Secretary. If the complaint is with regard to the whole committee, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.

3.8 A committee member who is the subject of a complaint or raises a complaint will be asked to step out of any committee meeting when matters deemed relevant to the complaint are being discussed. In standing aside the member will be entitled to receive agenda notices, minutes of meetings and information on any other committee matters except those relating to the complaint itself.

Appendix to Complaints Procedure

Guidelines for the Sub-Committee

1. The subcommittee will make every effort to deal with the complaint as quickly as possible.
2. The subcommittee must ensure that the complaint is structured in compliance with section 2, subsection 2 of the Club's Complaints Procedure.
3. If the response to the original complaint raises a counter complaint that counter complaint must be treated separately and passed to Committee to be dealt with.
4. The subcommittee should only address a complaint which has had a direct impact on the complainant and treat any complaint which may have impacted a third party as irrelevant to the case in hand.
5. All Committee appointed members of the subcommittee must attend any meetings with the parties involved.
6. When compiling the final report, the subcommittee should strike a balance between over or under sharing the facts gather during its investigations.
7. In the event of an appeal the subcommittee must deliver all the evidence gathered to the Committee to ensure it can make an informed decision. All Committee members are entitled to receive the same information.